

ATTORNEY DOCKET
064198.0168
(T00516)

PATENT APPLICATION

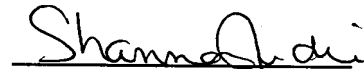
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Philip T. Kortum et al.
Date Filed: July 11, 2003
Title: TELEPHONE CALL CENTER WITH METHOD FOR
PROVIDING CUSTOMER WITH WAIT TIME
UPDATES

Assistant Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

I hereby certify that this
Information Disclosure Statement
is being deposited with the United
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Alexandria, VA 22313-1450, on
the date shown below.


Shannon Judice
7/11/03
Date

Dear Sir:

INFORMATION DISCLOSURE STATEMENT

Applicants respectfully request, pursuant to 37 C.F.R. §§ 1.56, 1.97 and 1.98, that the references listed on the attached PTO-1449 form, be considered and cited in the examination of the above-identified patent application. Copies of the references are attached for the Examiner's convenience. Furthermore, pursuant to 37 C.F.R. §§1.97(g) and (h), no representation is made that these references are material to the patentability of the present application.

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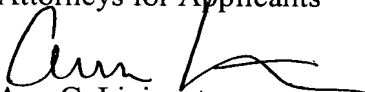
PATENT APPLICATION

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Applicants believe no fee is due at this time, however, the Commissioner is hereby authorized to charge any fee to Deposit Account No. 50-2148 of Baker Botts L.L.P. in order to effectuate this filing.

If there are any matters concerning this Application that may be cleared up in a telephone conversation, please contact Applicants' attorney at 512.322.2634.

Respectfully submitted,
BAKER BOTTS L.L.P.
Attorneys for Applicants


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Registration No. 32,479

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Fax 512.322.2501

Date: 7/10/03



31625

PATENT TRADEMARK OFFICE

PTO-1449

**Information Disclosure Citation
in an Application**

Application No.

Applicant(s)

Unassigned

Philip T. Kortum et al.

Docket Number

Group Art Unit

Filing Date

064198.0168
(T00516)

Unassigned

U.S. PATENT DOCUMENTS

		DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
	A.	5309505	5/3/94	Szlam et al.	379	88	5/20/91
	B.	5511112	4/23/96	Szlam	379	88	4/29/94
	C.	6141328	10/31/00	Nabkel et al.	370	259	9/29/97
	D.						
	E.						
	F.						
	G.						
	H.						
	I.						
	J.						
	K.						
	L.						
	M.						

FOREIGN PATENT DOCUMENTS

		DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
	N.							
	O.							
	P.							

NON-PATENT DOCUMENTS

		DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
	Q.		
	R.		
	S.		
	T.		

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.